

In the claims:

All of the claims standing for examination are presented below.

1-28. (Canceled)

29. (Previously presented) A method for assigning tasks to agents in a service center based on an agent skill set required to service individual tasks, comprising steps of;

(a) in response to a task being prepared for service, determining the skill set that would be best suited for responding to the task,

(b) building a skill table of all available agents having skills at least partially matching the determination of skills needed to service the task in step (a), wherein the skill table is organized by skill sets that include all skills possessed by the agents;

(c) determining from the skill table of available agents all agents with the best match to service the task;

(d) selecting an agent to service the task from the agents determined to have the best match to service the task.

30. (Previously presented) The method of claim 29 wherein the selecting step further comprises;

selecting an agent with a minimum qualification level from among the agents determined to have the best match to service the task.

31. (Previously presented) Apparatus for assigning tasks to agents in a service center based on an agent skill set required to service individual tasks, comprising;

means for determining the skill set that would be best suited for responding to the task in response to the task being prepared for service;

means for building a skill table of all available agents having skills at least partially matching the skill set determined to be best suited to service the task,

wherein the skill table is organized by skill sets that include all skills possessed by the agents;

means for determining from the skill table of available agents all agents with the best match to service the task;

means for selecting an agent to service the task from the agents determined to have the best match to service the task.

32. (Previously presented) The apparatus of claim 31 wherein the selecting means further comprises;

means for selecting an agent with a minimum qualification level from among the agents determined to have the best match to service the task.

33. (Currently amended) Computer program code embodied in a ~~storage medium on a~~ computer-readable media for controlling a computer to assign tasks to agents in a service center based on agent skills required to service individual tasks, the program code comprising;

a first code for determining the skill set that would be best suited for responding to the task in response to a task being prepared for service;

a second code for building a skill table of all available agents having skills at least partially matching the skill set determined to be best suited to respond to the task, wherein the skill table is organized by skill sets that include all skills possessed by the agent;

a third code for determining from the skill table of available agents all agents with the best match to service the task; and

a fourth code for selecting an agent to service the task from the agents determined to have the best match to service the task.

34. (Previously presented) The program code of claim 33 wherein the fourth code segment further comprises;

a fifth code segment for selecting an agent with a minimum qualification level from the agents determined to have the best match to service the task.

35-36. (Cancelled)